



CITY OF WESTMINSTER

56 West Main Street  
Westminster, MD 21157  
Phone 410-848-9000  
Fax 410-857-7476

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Information Desk:  
410-848-9000

## **BGE OFFERS RESOURCES TO CUSTOMERS**

### **Summer Readiness Resources now available online**

*Westminster, MD* – With the official start of summer just around the corner, Baltimore Gas and Electric Company (BGE) has readied itself and its customers for the upcoming season. Please find below a number of links to recent BGE press releases, most of which include further links to additional information on <http://www.bge.com/>.

Please find here links to important recent BGE press releases:

- 1) Announcing the completion of BGE's summer preparedness program, which will help ensure reliable service for the company's 1.2 million electric customers this summer. This work includes the inspection of circuits and equipment and the installation of substation equipment and new transmission and distribution wires and poles, along with the completion of projects that will increase neighborhood electric supply. This positions BGE to better meet the increased demand customers place on the electric system to keep their homes and businesses cool in the hotter summer months:  
<http://www.bge.com/Article%20Documents/BGEPreparesForSummer5.30.13.pdf>
- 2) Introducing a mobile website with outage reporting capability and new online tools for enhanced customer service, including an improved outage map identifying outage locations and providing details about restoration:  
<http://www.bge.com/Article%20Documents/BGE%20Introduces%20New%20Web%20Tools%20for%20Customers%2012.14.12.pdf>
- 3) Reinforcing how customers should contact BGE, including the retirement of the 410 number and promotion of a toll-free 800 number for all customers:  
<http://www.bge.com/Article%20Documents/BGERetires410NumberPromotes800NumberFINAL3.11.13.pdf>
- 4) Reminding customers of the imperative to call Miss Utility prior to beginning any digging project in order to have underground utilities properly marked:  
<http://www.bge.com/Article%20Documents/2013NationalSafeDiggingMonthPressRelease4.11.13%20final.pdf>

Additionally, BGE continues to promote smart energy solutions through its Smart Energy Savers Program and you will find a great deal of information at:

<http://www.bge.com/smartenergy/pages/default.aspx> . Included on this webpage are links to many of BGE's energy efficiency programs including the Peak Rewards Program and the Smart Energy Rewards Program, as well as information about BGE's smart meter installations currently underway.

BGE also continues to promote customer choice for energy supply. This link provides a great deal of information on the topic, including how to identify and select an alternative energy supplier:

<http://www.bge.com/myaccount/choosingsupplier/pages/default.aspx>

As you can see, BGE has been very focused on readying itself and its customers for the upcoming season. The above resources include many helpful recommendations for customer action and create awareness of BGE's current activities and programs.